

**REMARKS**

Reconsideration of this application is respectfully requested in view of the foregoing amendment and the following remarks.

Claims 2-6, 8-11, 23, and 25-30 were previously pending in this application. Claims 8 and 26 have been cancelled and claims 31 and 32 have been added by this amendment so that claims 2-6, 9-11, 23, 25, and 27-32 are now pending in this application.

In the Office Action mailed August 29, 2003, claims 27 and 28 were rejected under 35 USC § 112 as being indefinite; claims 2-6, 9, 10, 25, and 27-30 were rejected under 35 USC § 103(a) as being unpatentable over Zarowitz et al. in view of Metzler; claims 8, 11, 23, and 26 were rejected under 35 USC § 103(a) as being unpatentable over Zarowitz et al. and Metzler in view of Kraft; and the drawings and specification were objected to for various informalities.. To the extent these rejections might still be applied to claims presently pending in this application, they are respectfully traversed.

Regarding the objection to the specification, Applicants have amended the specification according to the Examiner's suggestion.

Regarding the objection to the replacement sheets, appropriate corrections have been made.

Regarding the rejection under 35 USC § 112, Applicants have amended the claims to render this rejection moot.

Regarding the rejection of claims 27 and 30, Applicants have amended these claims to recite that the system and method provide billing information that is viewable within the contact

database by a sales representative, essentially incorporating the subject matter of claims 8 and 26 into their respective independent claims. Contrary to the Examiner's assertion in regard to Kraft, the billing information is not disclosed as being reviewable within the sales contact database.

Kraft discusses that the Goldmine software has been rolled out to the sales force, but states that "[t]he sales folks have a different 'view' of the customer for their sales efforts, but the process is the same. Customer contact, follow through, noting conversations, scheduling follow-ups, creating custom filters for sales programs, and sending mailings to select advertisers based on SIC codes", but does not state that billing information is viewable to the sales force. Kraft only discloses the billing information being available to the collections employees. Kraft discloses utilizing the contact information and some of the functionality used on the collections side also to be used in sales, but the different "view" with its various listed fields does not disclose that the billing information is in the "view" utilized by the sales force.

As disclosed in the specification of the present application, the billing information can be a useful sales tool in helping the sales representative determine whether a particular contact entity is worth the time and effort. At most Kraft teaches utilizing the customer contact database from the collections side to aide the sales force in having their own contact database, but does not teach the synergistic result of having a contact management system that also makes billing information available to the sales representatives. Accordingly, none of Kraft, Zarowitz, or Metzler discloses this claimed advantage of having billing information available to the sales representatives.

Regarding the rejection of claims 23 and 29, claim 29 recites that quality of the contact along with the sales representative making the contact is stored in the database and that the employees performance may be reviewed based upon "reviewing the information of the quality of the customer contacts associated with the employee to determine performance of the employee." As pointed out by the Examiner, the only reference to reviewing performance is contained in Zarowitz at paragraph 13. Zarowitz discusses tracking performance of employees and progress of a project. There is no explanation of what "client placement" is or whether this is information regarding the quality of the customer contact as recited in claim 29 or if it relates to project progress. As disclosed in the specification, at least on page 9, quality of customer contact can be, for example, the depth of customer contact and whether the contact furthers potential sales or is merely a maintenance contact for which a sales representative should not receive credit. The disclosure in Zarowitz does not clearly define "client placement" in a sufficient manner to support the Examiner's position that it could be considered to be the quality of the customer contact by which the employee's performance is reviewed.

In view of the foregoing all of the claims in this case are believed to be in condition for allowance. Should the Examiner have any questions or determine that any further action is desirable to place this application in even better condition for issue, the Examiner is encouraged to telephone applicants' undersigned representative at the number listed below.

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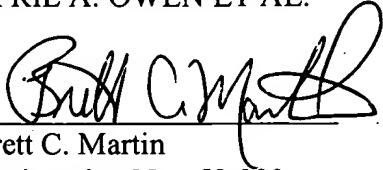
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Respectfully submitted,

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